BURNOUT

NOTE: Additional content is in the notes section of the slides.

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Burnout

- Stages
- Types
- Causes
- Effects
- Prevention & Interventions

Definition of Burnout

- *Burnout is a means of coping with a difficult work situation*
- *Burnout is maladaptive coping reactions to high and continuing levels of perceived job stress and personal frustration*
- *Burnout is the experience of occupational tedium or physical, emotional, and mental exhaustion*

Most common definition

- *Burnout is a syndrome of emotional exhaustion,*

  depersonalization and a lack of sense of personal

  accomplishment that occurs in response to chronic

  exposure to occupational stressors

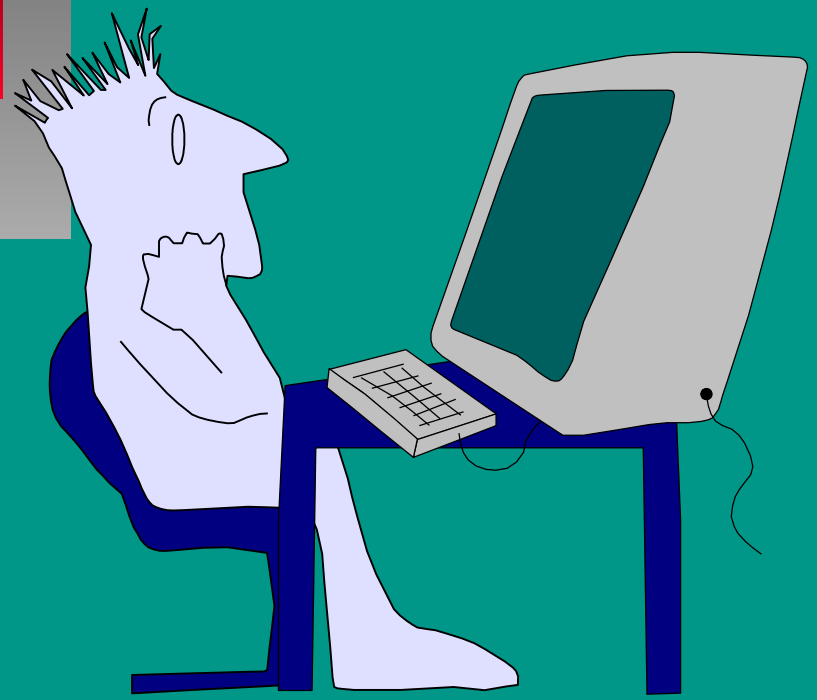
There are five stages to burnout

- Enthusiasm
- Stagnation
- Frustration
- Apathy
- Intervention

Enthusiasm

- *“I love my new job”*
- *“That’s OK, I don’t mind working 90 hrs. a week.”*

Stagnation



- *The honeymoon is over.*
- *“It’s a job.”*

Frustration

- *“and another thing that bothers me…”*

Apathy

- *“Hey, I don’t care, what ever, fine, it doesn’t matter to me.”*
- *“Hey, I just do my job; that’s all I know”*

Intervention

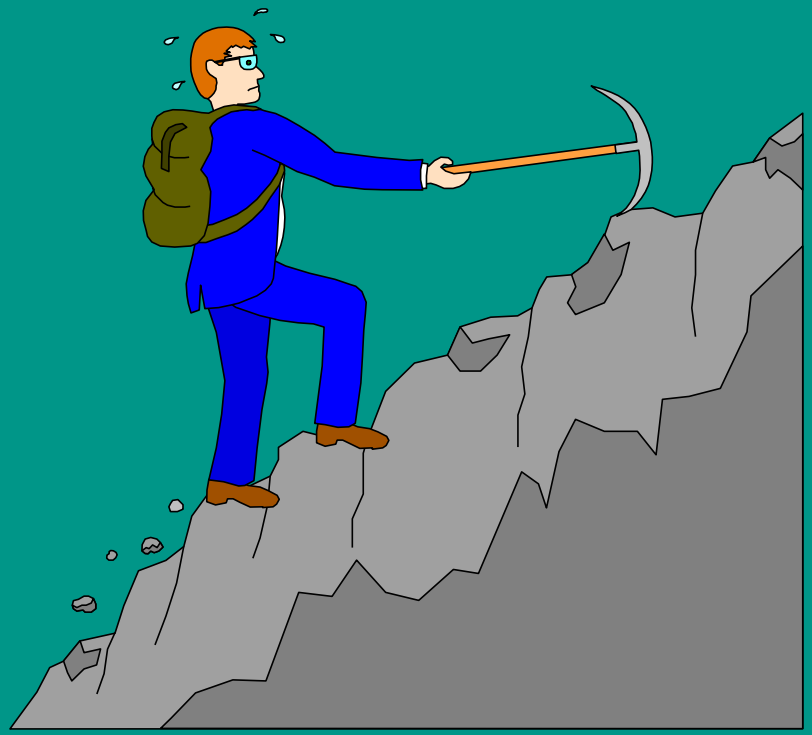
- Professional help
- Job Change
- Unhealthy behavior

Three types of Burnout

- Emotional Exhaustion
- Depersonalization
- Lack of Personal Accomplishment

Emotional Exhaustion

- *“ I need a rest.”*

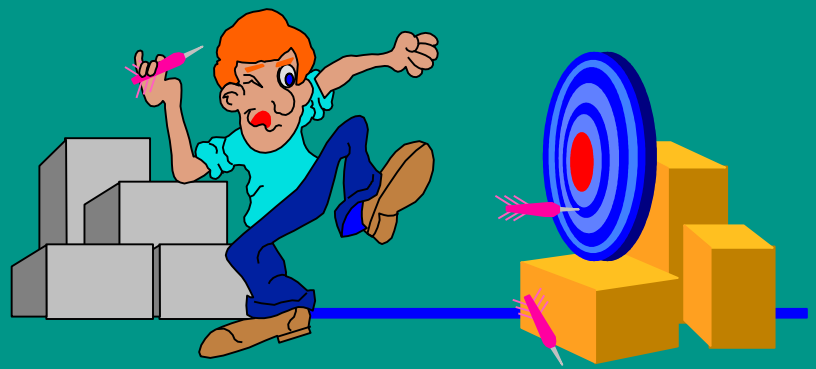


Depersonalization

- *“Those people.”*

Lack of Personal Accomplishment

- *“ Just don’t see what good I’m doing.”*
- *“I feel as if I’m just spinning my wheels.”*



Causes of Burnout

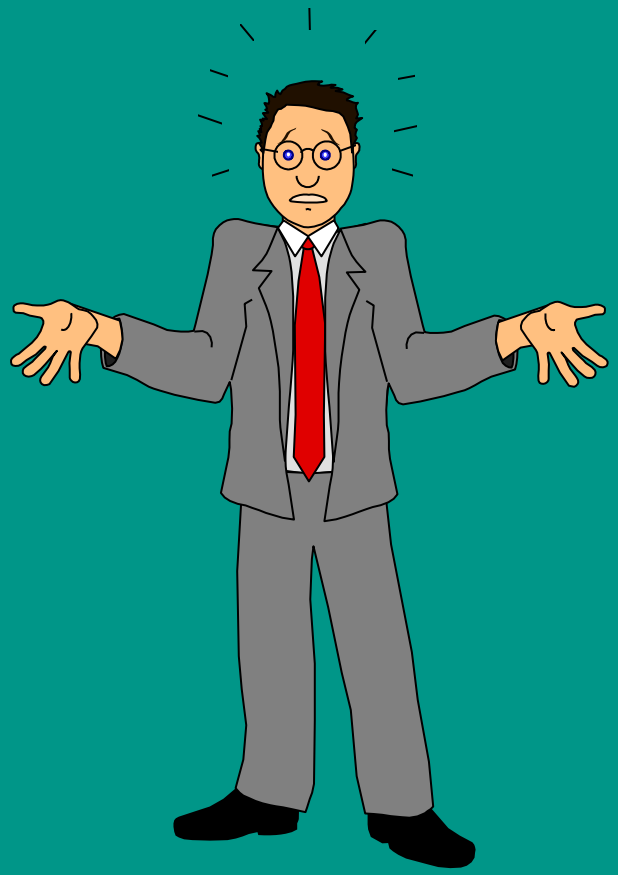
- *Organizational component*
- *Individual component*

Organizational component

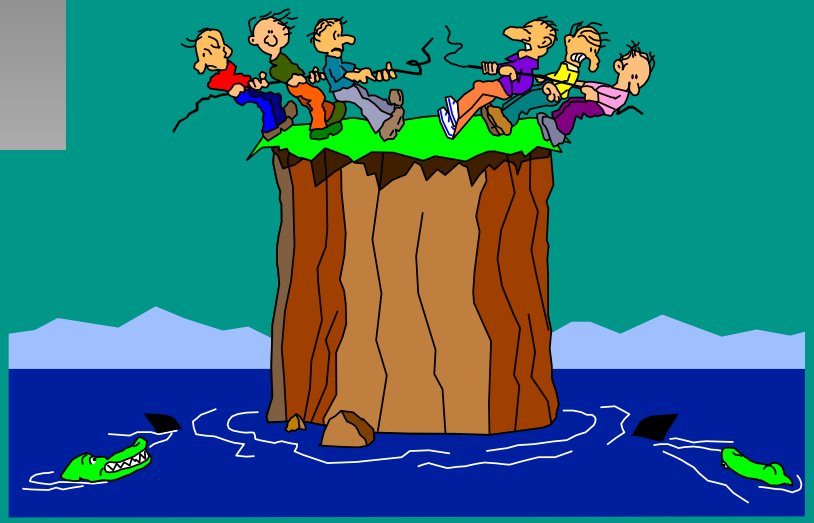
- Role overload
- Role conflict
- Role ambiguity
- Lack of Control
- Lack of Feedback

Individual component

- *Works in isolation.*
- *Won’t set limits.*
- *Takes work home.*
- *No vacations.*
- *No interests or hobbies.*
- *No social support.*



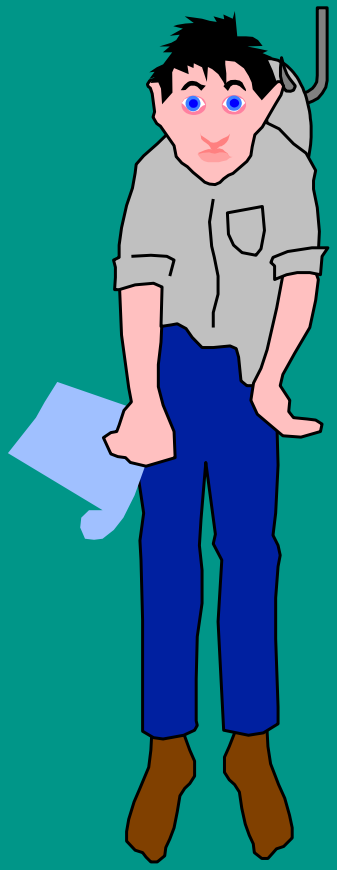
Effects on the organization



- *Lower quality of work.*
- *Lower morale.*
- *Lower unit cohesiveness.*
- *Lower mission effectiveness.*

Effects on the individual

- *Increased absenteeism.*
- *Increased illness.*
- *Increased substance abuse.*
- *Psychological problems.*
- *Negative self-concept.*



Warning Signs of Burnout

- *Feeling tired when you've had adequate sleep*
- *Avoiding people at work and in private life*
- *An attitude toward work that comes off as, "Why bother?"*
- *Getting sick more than usual*
- *Using alcohol or drugs to feel better*
- *Feeling there is little to look forward to at work*
- *Seeing no visible results from completed tasks*
- *Having no energy/responsibility for projects*
- *Feeling that management doesn't care… no interest*

Prevention/Intervention

- *Set limits in the enthusiasm stage.*
- *Nurture social support.****
- *Provide prospective employees with a realistic picture of the work. Emphasize the negative as well as the positive aspects of the job.*
- *Provide ample opportunity for learning.*
- *Limit workload.*

Prevention/Intervention

- *Increase responsibility and status when appropriate.*
- *Find different ways to do the same job.*
- *Keep work and home separate.*
- *Set realistic goals.*
- *Schedule more time than you think it will take to do a job.*
- *Develop a different identity from your job.*

Everybody Wins!

- *Avoiding burnout helps the individual lead a happier life and saves the organization time, energy, and money.*
- *It pays not to burnout.*